

**STATE CONTROLLER'S OFFICE
PERSONNEL/PAYROLL REVIEW COMMITTEE NOTES
JANUARY 2003**

DATE: February 4, 2003

TO: All Civil Service/Exempt Departments

FROM: State Controller's Office
Don Ward, Manager
Personnel/Payroll Operations
(916) 322-8805

RE: PERSONNEL/PAYROLL REVIEW COMMITTEE NOTES

This recaps the January 9, 2003 Personnel/Payroll Review Committee (PPRC) meeting and provides information for the February 6, 2003 meeting.

We would like to thank those department representatives that participated in the January meeting for their time and effort. There were 38 representatives from 27 departments that participated in this meeting.

Personnel/Payroll Review Committee
January 9, 2003 Meeting Notes

The meeting was called to order at 1:30 by Don Ward.

Departments represented:

Aging, Air Resources Board, Board of Equalization, CHP, CA Integrated Waste Management, CalPERS, California State Library, Community Services and Development, Developmental Services, Energy Commission, Food and Agriculture, Forestry and Fire Protection, Franchise Tax Board, General Services, Health and Human Services Data Center, Housing and Community Development, Parks and Recreation, Rehabilitation, Secretary of State, State Controller's Office, Technology Trade and Commerce Agency, Toxic Substances Control, Transportation, Treasurer's Office, Water Resources, Water Resources Control Board, Youth Authority.

Old Business:

None

New Business:

Agenda Items
Distribute Handout Materials
Approve Prior Meeting Notes
Guest Speakers
SCO Update
Department Issues/Concerns
Confirm Next Meeting Agenda, Time and Place

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Discussion:

Approved December 2002 meeting notes.

SCO Update:

PARs: In the course of our research on the turnaround PAR, we determined that it was no longer necessary to keep a copy of the decentrally keyed PAR documents with the daily keyed log of PSD reference numbers. This was a requirement when the departments were first decentralized, but is no longer necessary. Since this is no longer a requirement, it should reduce the number of PAR copies being made. We are continuing to evaluate the PAR and will share additional information when available.

Birth Date Corrections: Based on our review of the Employment History Data Base (EHBD), it appears there may be some employees that have incorrect birth dates. In November 2002, we sent listings to those departments identifying their employees with potential birth date errors. We asked that you make the appropriate corrections and return the listing to our office. Also, if you received a listing and determined the birth dates were accurate, please return these listings as well. Any questions on the birth date listings can be directed to Sugar Herrero at (916) 445-9075 or email at cherrero@sco.ca.gov.

Office Vision: We found a number of Office Vision IDs that are still active, but are no longer being used as departments are using new email systems. If you are not using these ID's, you should consider deleting them as you may be incurring a charge. To delete Office Vision ID's, you should have your department's IT staff contact Teale Data Center. Also, you should remove your Office Vision ID from the SCO distribution lists. This can be done via SCO's Automated List Management System - Majordomo. Refer to the link on the front page of the on-line PPM or go to www.sco.ca.gov/ppsd/scoltrs/listserv.pdf.

2002 W-2s: W-2s were mailed out in mid-January. We issued approximately 355,000, of which 247,000 were for Civil Service and 108,000 were for CSU. The W-2 mailing address listings were sent to Human Resources the week of January 6, 2003. If you did not receive your listing, contact Liz Corrales at (916) 322-8125. The Post Office will forward W-2s if there is an active forwarding address on file. All others will be returned to SCO and we will forward them to the respective departments and campuses. To date, we received approximately 5,000 undeliverable W-2s. Should you receive any undeliverable W-2s from this office, please provide these to your employees along with a new EAR to correct their address.

Corrected W-2s: Corrected W-2s or W-2Cs are issued from the

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processing of payroll/Non-USPS documentation which causes a change to the original W-2 or previously issued W-2C. The W-2Cs are generated the first week of the month based on activity for the previous month. Approximately 25,000 W-2Cs will be issued during the next several months. As a result, you will probably receive a number of employee questions. If you are not familiar with the on-line YTD or TAXI, we suggest you familiarize yourself with this application as the majority of questions on W-2Cs can be answered by accessing this tool. Also, IRS has recently developed a new reformatted Form W-2C. SCO will begin using the new form with W-2C's released in February 2003.

Position Control: Operation staff have finalized the dates/times for providing an overview of our position control process. These one day sessions will include processing STD 607s (multiple change packages, retroactive changes, correcting documents and interchangeable positions), processing Payroll Headers STD 407, Annual Headers PR421, reorganizations, FCCs, Blanket Balance Reports, Periodic Position Control Reports and the Vacant Process. Also, we will have a question/answer period, so bring your documents and questions. The sessions will be held at SCO, 300 Capitol Mall, Sacramento in Room 635 from 8:30 to 4:00 on February 26, February 27, March 6, and March 12, 2003. These sessions are available on a first come, first serve basis and the first two dates in February are nearly full. To reserve a space, contact Laura Miller at (916) 322-7975 or email at lmiller@sco.ca.gov.

Zero Balanced Warrants: Disbursements will be modifying their system to print "NOT NEGOTIABLE" on all zero balanced or zero net payroll warrants beginning mid-February 2003. This information will be printed in bold just below the issue date and dollars/cents amount on the warrants.

Reminders:

Salary Advances - Please clear reported salary advances when the SCO warrant/payment is issued. These should be cleared on an ongoing basis and not held until the end of the calendar year.

Employees - Please do not refer your employees to our office to verify their W-2 mailing address. This is confidential information that cannot be disclosed over the telephone.

Returning Warrants to SCO - Please remember to return both the warrant and the earnings statement and print the remaining social security numbers adjacent to the preprinted numbers.

Key Off MPC - We are receiving numerous 674s to transfer and adjust pay that are unnecessary. If the MPC is keyed, the transfer and adjustments will occur automatically.

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Work Improvement Idea: The Water Resources Control Board has developed a logging system to track the number of requests for State Service and Seniority that have been submitted to DPA . They are also tracking the date the original request was sent and also 2nd and 3rd requests. This is simplifying their tracking and the supervisor is receiving good response from the DPA Unit when calling on urgent requests. Water Resources Control Board thanked PPSD for having Cindy Schermer, Seniority and State Service Unit at DPA attend the PPRC and explain the seniority process and their pending workload.

Guest Speaker: Cheryl Salvador of CalPERS Actuarial and Employer Service Division, answered the following questions:

Question: Is there anything new about a Golden Handshake?

Answer: No, I have actually been out of the office and have heard a few rumors, but there is nothing announced.

Question: When will we receive our Handbooks?

Answer: They are all printed now and ready to be delivered. If you do not use the inter office mail, you should have them by next week. If you use inter office mail, they are only taking 10 boxes of handbooks a day so it will be a slower process.

Question: When can we get the training?

Answer: Once all the handbooks are delivered, I will open it up for departments to request training. I may let the PPRC members register first, so I will keep you posted.

Question: Is there a charge for any of the CalPERS materials?

Answer: No, these materials are provided free of charge.

Question: A few of my employees' annual member statements were damaged in the mail, how can this be handled?

Answer: If the information is all legible, there is no reason to replace the statement. If there is a need for a replacement, call the CalPERS number 800-352-3552.

Question: Why is there an incorrect home address on CalPERS files?

Answer: There is a bridge between SCO and CalPERS that transfers addresses from SCO to the CalPERS files when EH is updated. Be sure that the address on EH is correct and then if necessary you can change the CalPERS address by calling the number above or changing it in ACES.

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QUESTIONS/ANSWERS:

Question: What time will the staff in the Direct Deposit Unit be there to answer the phones now that there will be no more Voice Mail?

Answer: The phones will be open from 7:30 to 4:30 each day.

Question: Can we call the Direct Deposit unit during the normal lunch hour?

Answer: Yes, you can call any time during the above times.

Question: Is there a change in the prior 11 AM cutoff for strips?

Answer: No, there will not be any change to the 11 AM cutoff for strips.

Question: Why did 4 employees not show up on the ViewDirect Warrant Register? When we called the Liaison number they told us to look at the hard copy to verify they were on there.

Answer: The total information (i.e., No of Warrants, Total Off-Standard Time, Gross and Net Pay) is provided at the end of the Warrant Register for a given agency/reporting unit. In this case, the four employees that did not show up were at the bottom of their respective agency/reporting unit. A problem occurred when the total Net Amount was greater than the space provided on the ViewDirect warrant register. This caused the page of the report from not appearing on ViewDirect. The problem has since been fixed.

Question: We are still having major problems with Delta Dental and the inability to confirm eligibility for employees who need to use the coverage. What can we do?

Answer: We will try to have DPA come to a PPRC meeting in the near future to address this. We also have been meeting with CSU and their consultants to remedy the problems CSU has with Delta Dental. The related findings/recommendations will be shared with DPA may as they may be beneficial to the Civil Service agencies. Also, you may want to have someone on your staff added to the approved list of department staff authorized by DPA to verify eligibility.

Question: Why do we have to call DPA to verify coverage? Why can't we just fax a copy of the benefit enrollment form to the provider?

Answer: DPA is the administrator of the Dental Program and this is their requirement.

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Question: What information does SCO provided to Delta Dental?

Answer: We send Delta Dental the carrier copy of the enrollment form. We also provide a variety of other information; including the employee name, ssn, deduction/organization codes, pay period of deduction, the dollar amount of the deduction and the agency reporting unit. Between these two sources the carrier gets all the pertinent information.

Question: We also have a problem with the providers for employees with prepaid dental plans. Why won't they accept a fax of the dental enrollment form?

Answer: This is a question for DPA.

Question: When an employee retires prior to the 10th of the month, the health deduction does not come out of the regular pay but vision does. Why is this?

Answer: The health and dental will be taken from the retirement benefit, but vision is not covered by retirement so this gives the employee one last month of vision coverage.

Question: A couple of my employees say they have not received their bonds for the last couple of months. Is there a reason for this?

Answer: Since you state there has not been a change in address, please call our Savings Bond Unit at (916) 324-7295 and they can verify whether the bonds were returned to us. They may need to be replaced.

Question: On ViewDirect, is there a way to delete or otherwise mark a record once you are finished with it?

Answer: At this time records cannot be deleted or 'marked' by the ViewDirect user.

Question: On ViewDirect, why do the Warrant Registers print out of date order?

Answer: The intent is to display the most recent warrant register as the last entry for an agency/unit. To accomplish this, ViewDirect sorts the date columns from left to right. However, when the year changes, from 02 to 03 the records became out of sequence. Unfortunately, we do not have a mechanism for correcting this problem at this time. However, this problem should only occur when the year changes. Since there are only 15 payroll cycles in ViewDirect, this out of sequence condition will only be present for a few days.

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Question: How can I get a copy of the savings bond pamphlet?

Answer: You or your employee can go to the US Treasury web site at www.publicdebt.treas.gov to obtain information on savings bonds.

Question: Why can't I get information on the Work Number for Everyone? I need brochures as I am getting a lot of calls to verify employment.

Answer: Contact Office of State Publishing, Standard Forms Unit, and order publications STD 500 (employee brochures) and STD 501 (verifier brochure). The numbers are: 1-800-964-3214 or (916) 324-4635.

Question: Will there be an automatic reset on CLAS for miscellaneous leave usage like Jury duty and FMLA?

Answer: We reset Usage Only Benefits to zero every January. (Refer to Workbook Processes section, USAGE ONLY BENEFIT RESET.) Only certain benefits are reset for Calendar Year: Jury duty, Union Time Off, Mentor Leave, Dock and FMLA. (FMLA only for excluded and BU 1,2,3,4,7,11,12,13,14,15,17,18,19,20 and 21.)

For fiscal year, we reset Military Leave, Emergency Military Leave, Bereavement Leave, Professional Training, Educational Leave, Continuing Medical Education Leave, ATO, and Subpoenaed Witness.

Question: How long should I wait when I don't get a response from the Benefits Liaison Unit?

Answer: All of our liaison units are to respond within 24 hours. If you do not have a call back in that time, please call the supervisor of the unit. We plan to have an organization chart for you soon.

Question: Is there a charge for calls to the various liaison phones?

Answer: No, there are retro charges for transactions done beyond specific time frames, but calls to the phone units are free.

Question: How are incoming benefit enrollment forms assigned to PPSD staff?

Answer: These are assigned in groups of SSNs.

Question: Why was there a delay in posting the January calendars?

Answer: There were a couple of factors. I was out on vacation and the person who creates the calendars was also ill during the time they should have been posted. We have altered our

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procedure to prevent this type of delay in the future.

Closing:

The meeting was adjourned at 3:25 PM.

The PPRC encourages attendance by department representatives interested in improving the efficiency of personnel/payroll administration. However, if you are unable to attend these meetings and you have an issue or question you would like the committee to address, please contact Don Ward with pertinent information.

Next Meeting:

The next meeting is Thursday, February 6, 2003 from 1:30 to 3:30 at:

State Controller's Office
300 Capitol Mall, 6th Floor, Room 635
Sacramento, CA 95814

Listed below are the PPRC meeting dates for the 2003 calendar year. All meetings are from 1:30 to 3:30 at the above location:

March 13, 2003
April 10, 2003
May 8, 2003
June 12, 2003
July 10, 2003
August 14, 2003
September 11, 2003
October 9, 2003
November 13, 2003
December 11, 2003

Should you have any questions regarding the PPRC meetings or have additional input, please contact Don Ward at (916) 322-8805 or via email at dward@sco.ca.gov.